

IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended): A computer program product, comprising:

a computer storage medium and a computer program code mechanism embedded in the computer storage medium ~~for causing a voice communications channel to be opened between a user side and an information provider side,~~

the computer program code mechanism comprising:

a first computer code device configured to obtain a Uniform Resource Locator stored in an address bar of a Web browser ~~an identifier~~ corresponding to a Web page electronic information being displayed to a user by the Web browser of a user-side;

a second computer code device configured to convert, without user intervention, the Uniform Resource Locator identifier into a telephone number corresponding to a location at which a provider of the Web page ~~electronic information~~ can be contacted;  
and

a third computer code device configured to visually identify, without user invention, that the telephone number is known for the Uniform Resource Locator corresponding to the Web page being displayed to the user ~~dial the telephone number.~~

Claim 2 (Canceled).

Claim 3 (Currently Amended): The computer program product according to claim 1, further comprising a ~~wherein the fourth~~ third computer code device ~~comprises a fourth computer code device~~ configured to control a telephone switch to dial the telephone number.

Claim 4 (Canceled).

Claim 5 (Currently amended): A computer-implemented method comprising:

obtaining a Uniform Resource Locator stored in an address bar of a Web browser an  
~~identifier~~ corresponding to a Web page ~~electronic information~~ being displayed to a user by the  
Web browser at a user-side;

converting the Uniform Resource Locator, without user intervention, identifier into a  
telephone number corresponding to a location at which a provider of the Web page ~~electronic~~  
~~information~~ can be contacted; and

visually identifying, without user intervention, that the telephone number is known for  
the Uniform Resource Locator corresponding to the Web page being displayed to the user dialing  
~~the telephone number; and~~

~~—establishing a voice communications channel between a user-side and an information~~  
~~provider-side.~~

Claim 6 (Canceled).

Claim 7 (Currently Amended): The method as claimed in claim 5, further comprising  
~~wherein the step of dialing comprises~~ controlling a telephone switch to dial the telephone  
number.

Claims 8-10 (Canceled).

Claim 11 (Currently Amended): A telecommunications system comprising:

a receiver configured to obtain a Uniform Resource Locator stored in an address bar of a Web browser ~~an identifier~~ corresponding to a Web page ~~electronic information~~ being displayed to a user by the Web browser of a user-side;

a converter configured to convert, without user intervention, the Uniform Resource Locator ~~identifier~~ into a telephone number corresponding to a location at which a provider of the Web page ~~electronic information~~ can be contacted; and

a controller ~~dialing circuit~~ configured to visually identify, without user intervention, that the telephone number is known for the Uniform Resource Locator corresponding to the Web page being displayed to the user ~~dial the telephone number to establish a voice communications channel between a user side and an information provider side.~~

Claim 12 (Canceled).

Claim 13 (Currently Amended): The telecommunications system according to claim 11, wherein the controller ~~dialing circuit~~ comprises a telephone switch controller to dial the telephone number.

Claim 14-15 (canceled).

Claim 16 (Currently Amended): The computer program product according to claim 1 ~~[[15]],~~ further comprising a fourth computer code device configured to establish ~~wherein the~~

~~voice communications channel comprises~~ a voice-over-IP voice communication connection  
between the user-side and a Web page provider-side.

Claims 17-19 (Canceled).

Claim 20 (Currently Amended): The computer-implemented method according to claim  
5 [[19]], further comprising establishing ~~wherein the voice communications channel comprises~~ a  
voice-over-IP voice communication connection between the user-side and a Web page provider-  
side.

Claim 21 (Canceled).

Claim 22 (Currently Amended): The computer-implemented method according to claim  
5 [[19]], further comprising establishing ~~wherein the voice communications channel comprises~~ a  
voice-over-IP voice communication connection across a Wide Area Network between the user-  
side and a Web page provider-side.

Claim 23 (Currently Amended): The computer-implemented method according to claim  
5 [[19]], further comprising establishing ~~wherein the voice communications channel comprises~~ a  
voice-over-IP voice communication connection across the Internet between the user-side and a  
Web page provider-side.

Claims 24-27 (Canceled).

Claim 28 (Currently Amended): The computer program product according to claim 1 ~~[[17]]~~, wherein the second computer code device is configured to obtain, from a database, the ~~second identifier by finding~~ a longest matching sub-string of the Uniform Resource Locator in a ~~database without requiring the whole document name~~ a complete match of the Uniform Resource Locator to be found in the database.

Claim 29 (Currently Amended): The computer-implemented method according to claim 5 ~~[[21]]~~, wherein the step of converting comprises obtaining, from a database, the ~~second identifier by finding~~ a longest matching sub-string of the Uniform Resource Locator in a ~~database without requiring the whole document name~~ a complete match of the Uniform Resource Locator to be found in the database.

Claim 30 (Currently Amended): The system according to claim 11 ~~[[26]]~~, wherein the converter is configured to obtain, from a database, the ~~second identifier by finding~~ a longest matching sub-string of the Uniform Resource Locator in a database without requiring ~~the whole document name~~ a complete match of the Uniform Resource Locator to be found in the database.

Claim 31 (New): The computer program product as claimed in claim 1, wherein the first computer code is further configured to obtain a current Uniform Resource Locator as each new Web page is viewed.

Claim 32 (New): The computer-implemented method as claimed in claim 5, wherein the step of obtaining comprises obtaining a current Uniform Resource Locator as each new Web page is viewed.

Claim 33 (New): The telecommunications system as claimed in claim 11, wherein the receiver is further configured to obtain a current Uniform Resource Locator as each new Web page is viewed.

Claim 34 (New): The computer program product as claimed in claim 1, wherein the third computer code device is further configured to visually identify by causing an icon to flash.

Claim 35 (New): The computer-implemented method as claimed in claim 5, wherein the step of visually identifying comprises causing an icon to flash.

Claim 36 (New): The telecommunications system as claimed in claim 11, wherein the controller is further configured to visually identify by causing an icon to flash.

Claim 37 (New): The computer program product as claimed in claim 1, wherein the third computer code device is further configured to visually identify by causing an icon to change color.

Claim 38 (New): The computer-implemented method as claimed in claim 5, wherein the step of visually identifying comprises causing an icon to change color.

Claim 39 (New): The telecommunications system as claimed in claim 11, wherein the controller is further configured to visually identify by causing an icon to change color.

Claim 40 (New): The computer program product according to claim 1, wherein the second computer code device is configured to obtain the telephone number from a local database.

Claim 41 (New): The computer-implemented method according to claim 5, wherein the step of converting comprises obtaining the telephone number from a local database.

Claim 42 (New): The system according to claim 11, wherein the converter is configured to obtain the telephone number from a local database.

Claim 43 (New): The computer program product according to claim 1, wherein the second computer code device is configured to obtain the telephone number from a remote database.

Claim 44 (New): The computer-implemented method according to claim 5, wherein the step of converting comprises obtaining the telephone number from a remote database.

Claim 45 (New): The system according to claim 11, wherein the converter is configured to obtain the telephone number from a remote database.

Claim 46 (New): The computer program product according to claim 28, wherein the longest matching sub-string comprises a longest matching prefix.

Claim 47 (New): The computer-implemented method according to claim 29, wherein the longest matching sub-string comprises a longest matching prefix.

Claim 48 (New): The system according to claim 30, wherein the longest matching sub-string comprises a longest matching prefix.

Claim 49 (New): The computer program product according to claim 1, further comprising a fourth computer code device configured to establish a voice communications channel between the user side and a Web page provider-side using the telephone number.

Claim 50 (New): The computer-implemented method according to claim 5, further comprising establishing a voice communications channel between a user-side and a Web page provider-side using the telephone number.

Claim 51 (New): The system according to claim 11, wherein the controller further establishes a voice communications channel between a user-side and a Web page provider-side using the telephone number.

Claim 52 (New): A computer program product, comprising:



a computer storage medium and a computer program code mechanism embedded in the computer storage medium,

the computer program code mechanism comprising:

a first computer code device configured to obtain a Uniform Resource Locator identifying a Web page currently being displayed to a user by a Web browser of a user-side;

a second computer code device configured to convert, without user intervention, the Uniform Resource Locator into a contact telephone number corresponding to the Web page;

a third computer code device configured to visually identify, without user invention, that the contact telephone number is known for the Uniform Resource Locator corresponding to the Web page being displayed to the user.

Claim 53 (New): A computer-implemented method comprising:

obtaining a Uniform Resource Locator identifying a Web page currently being displayed to a user by a Web browser at a user-side;

converting the Uniform Resource Locator, without user intervention, into a contact telephone number corresponding to the Web page; and

visually identifying, without user intervention, that the contact telephone number is known for the Uniform Resource Locator corresponding to the Web page being displayed to the user.

Claim 54 (New): A telecommunications system comprising:

a receiver configured to obtain a Uniform Resource Locator identifying a Web page currently being displayed to a user by a Web browser of a user-side;

a converter configured to convert, without user intervention, the Uniform Resource Locator into a contact telephone number corresponding to the Web page;

a controller configured to visually identify, without user intervention, that the contact telephone number is known for the Uniform Resource Locator corresponding to the Web page being displayed to the user.